

## EAST Search History

Ref #	Hits	Search Query	DBs	Default Operator	Plurals	Time Stamp
L1	21338	performance\$1 NEAR5 (agent\$1 or operator\$1 or telemarketer\$1 or salesperson\$1 or salesman or salesmen or saleswoman or saleswomen or marketer\$1)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/06/10 14:43
L2	1796	1 AND ((account\$2 or adjust\$3 or adjustment\$1 or consider\$3 or consideration\$1) NEAR4 (time or complexit\$3 or difficult\$3))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/06/10 16:08
<i>W</i> L3	75	2 AND (call ADJ center\$1)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/06/10 14:45
L4	0	("2003/0046142").URPN.	USPAT	OR	OFF	2006/06/10 14:59
L5	698	((performance\$1 or productivity or proficient or proficienc\$3) NEAR5 (operator\$1 or agent\$1 or telemarketer\$1 or salesperson\$1 or salesm?n or saleswom?n or representative\$1)) AND ((call or contact) ADJ center\$1)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/06/10 17:14
L6	416	5 AND (train\$4 or class or classes or education\$2)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/06/10 16:12
L7	204	5 AND (((train\$4 or class or classes or education\$2) NEAR5 (agent\$1 or operator\$1 or telemarketer\$1 or salesperson\$1 or salesman or salesmen or saleswoman or saleswomen or marketer\$1))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/06/10 16:16
<i>W</i> L8	36	5 AND (((train\$4 or class or classes or education\$2) NEAR5 (agent\$1 or operator\$1 or telemarketer\$1 or salesperson\$1 or salesman or salesmen or saleswoman or saleswomen or marketer\$1)) SAME (benchmark\$4 or deficient\$2 or deficienc\$3 or low or unacceptable or threshold\$1 or poor or bad))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/06/10 16:18

## EAST Search History

<i>kwz</i> L9	40	5 AND (((train\$4 or class or classes or education\$2) NEAR5 (agent\$1 or operator\$1 or telemarketer\$1 or salesperson\$1 or salesman or salesmen or saleswoman or saleswomen or marketer\$1)) SAME (benchmark\$4 or deficient\$2 or deficiency\$3 or low or unacceptable or threshold\$1 or poor or bad or customiz\$6 or customis\$6 or target\$2))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/06/10 16:18
<i>kwz</i> L10	1	5 AND ((time\$1 or duration\$1 or period\$1 or seconds or minutes) NEAR5 (progress\$3 or advanc\$3 or though) NEAR5 (display\$1 or screen\$1 or window\$1))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/06/10 17:13
L11	2	("20030187723").PN.	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/06/10 16:40
L12	4102	((time\$1 or duration\$1 or period\$1 or seconds or minutes) NEAR5 (progress\$3 or advanc\$3 or though) NEAR5 (display\$1 or screen\$1 or window\$1))	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/06/10 17:13
<i>kwz</i> L13	75	3 AND ((call or contact) ADJ center\$1)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/06/10 17:14
L14	290	12 SAME (operator\$1 or agent\$1 or telemarketer\$1 or salesperson\$1 or salesm?n or saleswom?n or representative\$1)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/06/10 17:15
<i>kwz</i> L15	4	14 AND ((call or contact) ADJ center\$1)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/06/10 17:14

## EAST Search History

L16	14	12	SAME (operator\$1 or agent\$1 or telemarketer\$1 or salesperson\$1 or salesm?n or saleswom?n or representative\$1) SAME (performance or productivity or proficient or proficiency or rating\$1 or evaluat\$5 or assess\$5)	US-PGPUB; USPAT; USOCR; EPO; JPO; DERWENT; IBM_TDB	OR	OFF	2006/06/10 17:17
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Enter Web Address:

All

Take Me Back

Adv. Search Compare Archive Pages

Searched for <http://www.ec.rockwell.com>

38 Results

Note some duplicates are not shown. [See all](#).  
\* denotes when site was updated.

Search Results for Jan 01, 1996 - Jun 10, 2006

1996	1997	1998	1999	2000	2001	2002	2003	2004	2005	2006
0	0	2 pages	6 pages	10 pages	8 pages	10 pages	0	0	0	0
pages	pages						pages	pages	pages	pages
		<a href="#">Dec 06, 1998</a> *	<a href="#">Feb 19, 1999</a> *	<a href="#">Mar 02, 2000</a> *	<a href="#">Jan 18, 2001</a> *	<a href="#">May 26, 2002</a> *				
		<a href="#">Dec 12, 1998</a>	<a href="#">Apr 22, 1999</a> *	<a href="#">Mar 04, 2000</a> *	<a href="#">Feb 02, 2001</a> *	<a href="#">Jun 02, 2002</a> *				
			<a href="#">Apr 27, 1999</a> *	<a href="#">Mar 09, 2000</a> *	<a href="#">Mar 01, 2001</a> *	<a href="#">Jun 10, 2002</a> *				
			<a href="#">Oct 05, 1999</a> *	<a href="#">May 11, 2000</a> *	<a href="#">Mar 02, 2001</a>	<a href="#">Jul 20, 2002</a> *				
			<a href="#">Oct 09, 1999</a> *	<a href="#">Jun 08, 2000</a> *	<a href="#">Apr 01, 2001</a> *	<a href="#">Aug 02, 2002</a> *				
			<a href="#">Nov 04, 1999</a> *	<a href="#">Jul 06, 2000</a> *	<a href="#">Apr 18, 2001</a> *	<a href="#">Sep 26, 2002</a> *				
				<a href="#">Aug 15, 2000</a> *	<a href="#">May 16, 2001</a> *	<a href="#">Sep 27, 2002</a>				
				<a href="#">Oct 18, 2000</a> *	<a href="#">Jul 21, 2001</a> *	<a href="#">Nov 24, 2002</a> *				
				<a href="#">Nov 09, 2000</a> *		<a href="#">Nov 29, 2002</a>				
				<a href="#">Dec 06, 2000</a> *		<a href="#">Dec 11, 2002</a>				

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Dialog  
6/10/02

Your SELECT statement is:

```
s ((rockwell()electronic()commerce) and ((performance or
productivity)(4n)(agent? ? or operator? ? or telemarketer? ? or worker? ?
or employee? ?)) and call()center? ?) not py>2001
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Items	File
-----	-----
2	13: BAMP_2006/Jun W1
4	15: ABI/Inform(R)_1971-2006/Jun 10
12	16: Gale Group PROMT(R)_1990-2006/Jun 09
17	20: Dialog Global Reporter_1997-2006/Jun 09
Examined 50 files	
Examined 100 files	
11	148: Gale Group Trade & Industry DB_1976-2006/Jun 09
Examined 150 files	
Processing	
Processing	
4	275: Gale Group Computer DB(TM)_1983-2006/Jun 08
Examined 200 files	
Examined 250 files	
Examined 300 files	
1	485: Accounting & Tax DB_1971-2006/Jun W1
1	512: ESPICOM Telecom./Power Rpts_2006/May
Examined 350 files	
Examined 400 files	
7	610: Business Wire_1999-2006/Jun 10
1	613: PR Newswire_1999-2006/Jun 10
9	621: Gale Group New Prod. Annou. (R)_1985-2006/Jun 09
2	635: Business Dateline(R)_1985-2006/Jun 10
5	636: Gale Group Newsletter DB(TM)_1987-2006/Jun 08
7	649: Gale Group Newswire ASAP(TM)_2006/Jun 01
Examined 450 files	
Examined 500 files	
1	810: Business Wire_1986-1999/Feb 28
7	813: PR Newswire_1987-1999/Apr 30
Examined 550 files	
Processing	
10	996: NewsRoom 2000-2001

17 files have one or more items; file list includes 562 files.  
One or more terms were invalid in 106 files.

Dialog  
6/16/06

Set	Items	Description
S1	101	((ROCKWELL()ELECTRONIC()COMMERCE) AND ((PERFORMANCE OR PRO- DUCTIVITY)(4N)(AGENT? ? OR OPERATOR? ? OR TELEMARKETER? ? OR - WORKER? ? OR EMPLOYEE? ?)) AND CALL()CENTER? ?) NOT PY>2001
S2	37	RD (unique items)
S3	30	S2 NOT PY>2000
S4	1	S3 AND AGENT()QUALITY()MANAGEMENT
S5	29	S3 NOT S4
S6	24	S5 AND SALES
File 13:	BAMP 2006/Jun W1	(c) 2006 The Gale Group
File 15:	ABI/Inform(R) 1971-2006/Jun 10	(c) 2006 ProQuest Info&Learning
File 16:	Gale Group PROMT(R) 1990-2006/Jun 09	(c) 2006 The Gale Group
File 20:	Dialog Global Reporter 1997-2006/Jun 09	(c) 2006 Dialog
File 148:	Gale Group Trade & Industry DB 1976-2006/Jun 09	(c)2006 The Gale Group
File 275:	Gale Group Computer DB(TM) 1983-2006/Jun 08	(c) 2006 The Gale Group
File 485:	Accounting & Tax DB 1971-2006/Jun W1	(c) 2006 ProQuest Info&Learning
File 512:	ESPICOM Telecom./Power Rpts 2006/May	(c) 2006 ESPICOM Bus. Int. Ltd.
File 610:	Business Wire 1999-2006/Jun 10	(c) 2006 Business Wire.
File 613:	PR Newswire 1999-2006/Jun 10	(c) 2006 PR Newswire Association Inc
File 621:	Gale Group New Prod. Annou.(R) 1985-2006/Jun 09	(c) 2006 The Gale Group
File 635:	Business Dateline(R) 1985-2006/Jun 10	(c) 2006 ProQuest Info&Learning
File 636:	Gale Group Newsletter DB(TM) 1987-2006/Jun 08	(c) 2006 The Gale Group
File 649:	Gale Group Newswire ASAP(TM) 2006/Jun 01	(c) 2006 The Gale Group
File 810:	Business Wire 1986-1999/Feb 28	(c) 1999 Business Wire
File 813:	PR Newswire 1987-1999/Apr 30	(c) 1999 PR Newswire Association Inc
File 996:	NewsRoom 2000-2001	(c) 2006 Dialog

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